

February 17, 2017

Sherri Z. Heller, Director
Sacramento County Department of Health & Human Services
7001-A East Parkway, Ste. 1000
Sacramento, CA 95823

Dear Ms. Zeller:

This letter is to advise you that the Corrective Action Plan you submitted on February 3, 2017 in response to the results of our July 11-15, 2016 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Elsa Vazquez (consultant) at (916) 654-2107. You may also contact your consultant by e-mail at Elsa.Vazquez@dss.ca.gov.

Sincerely,

Original signed by Jim Tashima

JIM TASHIMA, Chief
Civil Rights Unit
Welfare to Work Division

c: Susan K. Anderson, Ombudsman/ Civil Rights Coordinator

Kim McCoy Wade, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Tami Gutierrez, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Jacqueline Hom
State Refugee Coordinator

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenbergl
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Kevin Aslanian
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier
Western Center on Law and Poverty

Health and Human Services

Sherri Z. Heller, Ed.D., Director



County of Sacramento

Divisions

Behavioral Health Services
Child Protective Services
Departmental Administration
Primary Health Services
Public Health
Senior and Adult Services

February 3, 2017

Elsa Vazquez
California Department of Social Services
Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Dear Ms. Vasquez,

Enclosed is the completed Corrective Action Plan (CAP), outlined in the Civil Rights Compliance Review Report for Sacramento County Health and Human Services, conducted on July 11, 2016 through July 15, 2016. The completed CAP reaffirms the county's intent to continue implementation of the Civil Rights Program for the time period, July 1, 2016 through June 30, 2017.

Sincerely,

Susan K. Anderson

Susan K. Anderson, MSW
Sacramento County Health and Human Services
Ombudsman/Civil Rights Coordinator
916-875-2000
andersi@saccounty.net

cc: Sherri Z. Heller, Ed.D., Director
Health and Human Services



SACRAMENTO COUNTY HEALTH AND HUMAN SERVICES

Civil Rights Compliance Review Corrective Action Plan 2015–2016

Sacramento County Health and Human Services addressed the recommendations and compliance issues (deficiencies) identified in the Civil Rights Compliance Review Report, for the review period of July 11 – 15, 2016. Each recommendation and deficiency is outlined with completion dates and/or pending status.

III. DISSEMINATION OF INFORMATION:

C. Recommendations:

Documents	Recommendations	Agency Response
PUB 13 “Your Rights Under California Welfare Programs”	The county is required to use the latest version of each of the referenced documents.	Completed: 01/30/2017 Adult Protective Services and Child Protective Services offices were provided the PUB 13 document dated 12/2015.
PUB 86 “Everyone is Different But Equal Under the Law”	The county is required to use the latest version of each of the referenced documents.	Completed: in compliance during 07/11 – 15/2016 review.
Form AD 475B “And Justice For All”	The county is required to use the latest version of each of the referenced documents.	Pending: ordered 09/19/2016 On backorder with CDSS – will post once received.

IV. FACILITY ASSESSIBILITY FOR INDIVIDUALS WITH DISABILITIES:

A. Findings and Corrective Actions

1. Facility Location: 3701 Branch Center Road, Sacramento

Facility Element	Findings	Corrective Action	Agency Response
Parking Lot	Parking Space #8, the signage on pavement does not clearly depict a wheelchair with occupant due to fading – needs re-painting.	The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background – a minimum 36" wide x 36" high. (CA T24 11B-502.6.4.1) page 169	Completed: 08/01/2016 Signage re-painted.
Main Entrance	No directional signage to accessible main entrance.	Directional signs complying with "Visual Characters" heading in Section 57, Signs & Identification) including the International Symbol of Accessibility complying with "International Symbol of Accessibility" heading Section 57, Signs & Identification, indicating the accessible route to the nearest accessible entrance shall be provided at junctions when the accessible route diverges from the regular circular path. (CA T24 11B-216.6) page 28	Completed: 07/13/2016 Signage updated.

2. Facility: 6015 Watt Avenue, North Highlands

Facility Element	Findings	Corrective Action	Agency Response
Parking Lot	Required signage on pavement is faded and needs repainting.	The parking space shall be marked with an International Symbol of Accessibility...in white on a blue background – a minimum 36" wide x 36" high. (CA T24 11B-502.6.4.1) page 169	Completed: 08/17/2016 Signage re-painted.
Men's Restroom, suite 4	Door pressure was in excess at 10 pounds.	The force of pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds maximum. 2. Sliding or folding doors 5 pounds maximum. 3. Required fire doors: the maximum opening force allowable by the appropriate administrative authority, not to exceed 15 pounds. Exterior hinged doors: 5 pounds maximum. (CA T24 11B-404.2.9 (1-4)) (ADA 404.2.9 (1 & 2)) page 224	Completed: 07/26/2016 Door pressure adjusted to 5 pounds.
Women's Restroom	Door pressure was in excess at 10 pounds.	The force of pushing or pulling open a door or gate other than fire doors shall be as follows: 1. Interior hinged doors and gates: 5 pounds maximum. 2. Sliding or folding doors 5 pounds maximum. 3. Required fire doors: the maximum opening force allowable by the appropriate administrative authority, not to exceed 15 pounds. Exterior hinged doors: 5 pounds maximum. (CA T24 11B-404.2.9 (1-4)) (ADA 404.2.9 (1 & 2)) page 224	Completed: 07/26/2016 Door pressure adjusted to 5 pounds.

3. Facility: 3331 Power Inn Road, Sacramento

Facility Element	Findings	Corrective Action	Agency Response
Parking	Freestanding signage are located on accessible route and too low between 77" and 78".	Signs located within an accessible route shall be a minimum of 80" above the finish floor ground surface measured to the bottom of the sign. (CA T24 11-B-502.6 (Exc.)) page 169	Completed: 01/06/2017 Signage raised to 80".

VI. Documentation of Applicant/Recipient Case Records

B. Corrective Actions

Areas of Action	Corrective Action	Agency Response
Documentation that bilingual services were provided	Document the method used to provide bilingual services, e.g., assigned worker is bi-lingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.2	In progress: 1. Beginning 03/2017 the Ombudsman/Civil Rights Coordinator shall ensure on-going training is provided to Adult Protective Services and Child Protective Services workers, regarding bi-lingual services documentation. 2. Beginning 03/2017 the Ombudsman/Civil Rights Coordinator shall ensure Adult Protective Services and Child Protective Services cases are randomly selected for monthly quality review, to monitor bi-lingual services documentation.
General	Sacramento County HHS must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116	In progress: 1. Beginning 03/2017 the Ombudsman/Civil Rights Coordinator shall ensure on-going training is provided to Adult Protective Services and Child Protective Services workers regarding Div. 21 compliance documentation. 2. Beginning 03/2017 the Ombudsman/Civil Rights Coordinator shall ensure Adult Protective Services and Child Protective Services cases are randomly selected for monthly quality review, to monitor Div. 21 compliance documentation.